

■ IDEXX Cornerstone* Guide:
Reference Laboratory
with IDEXX SmartLink* Technology

8.3



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Introduction to the IDEXX SmartLink* Reference Laboratory

The purpose of this guide is to assist you in learning key skills and knowledge for IDEXX Reference Laboratory. This training document will introduce you to the basic procedural steps using activities.

Note: If you are located in Canada, see *IDEXX Cornerstone* Guide: IDEXX Canada East/West Reference Laboratory*.

This guide is best suited to these learners in your practice:

- Technicians
- Practice managers
- Owners/decision-makers

PREREQUISITES

- The current version of the IDEXX Cornerstone* Practice Management System installed at the practice.
- Knowledge of basic Cornerstone navigation.
- Access rights with appropriate laboratory security.
- Setup and customization of Reference Laboratory. Consult your laboratory specialist for configuration setup and work-flow changes. Call 1-800-695-2877 and select Cornerstone, then Cornerstone Lab Support.

GUIDE CONTENT

The guide covers these topics and tasks:

- IDEXX Cornerstone Reference Library Workflow
- Other Tasks
- Support and Troubleshooting Information

Throughout this training, there are references to useful information. These icons will help you identify this information:



Tips enhance the basic information covered in the content.



Notes provide additional information about a step or a procedure.

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Section 1

IDEXX Cornerstone Reference Laboratory Work Flow

WORK-FLOW OVERVIEW

By using the IDEXX Reference Laboratory, you will see an increase in productivity, a decrease in missed charges, and a decrease in errors made during keyboard entry and writing of patient information.

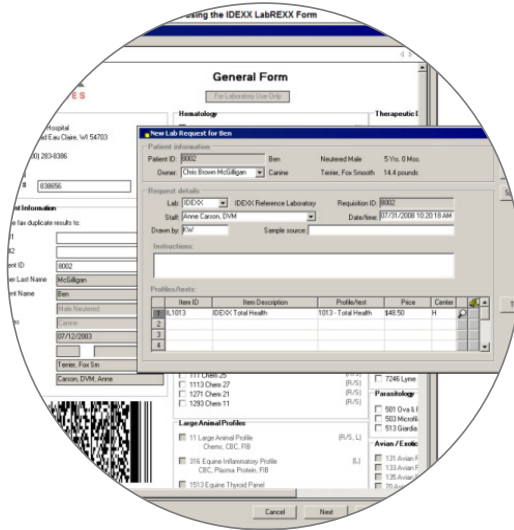
Following is an overview of the Reference Laboratory work flow.

- **Step 1:** Create a new lab request.
- **Step 2:** Print a tube label and collect your sample.
- **Step 3:** Send the sample to IDEXX Reference Laboratories for analysis.
- **Step 4:** Automatically download results.
- **Step 5:** View results.
- **Other Reference Laboratory Tasks**

IDEXX CORNERSTONE REFERENCE LABORATORY WORK FLOW

Step 1

Create new laboratory request.



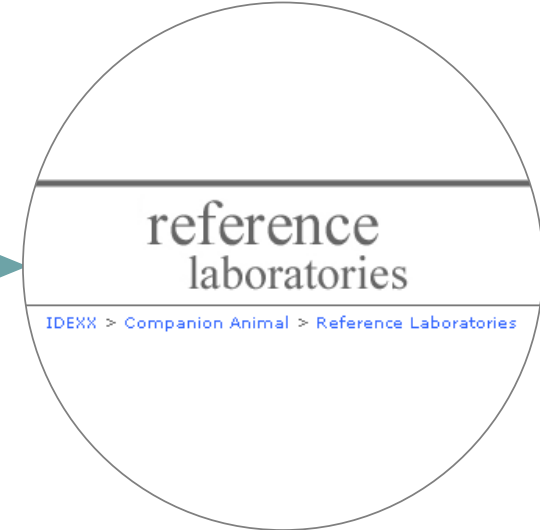
Step 2

Print label and collect sample(s).



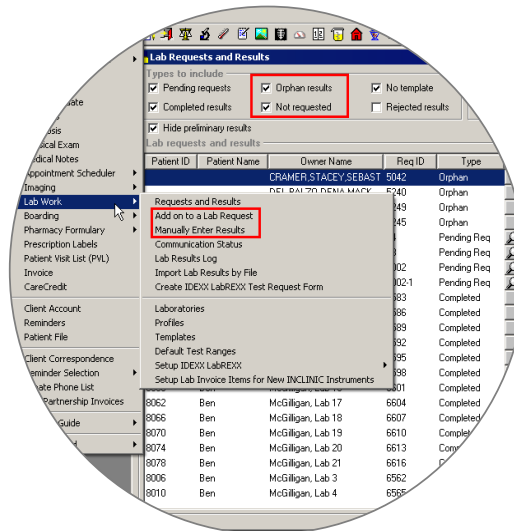
Step 3

Send sample(s) to IDEXX Reference Laboratories for analysis.



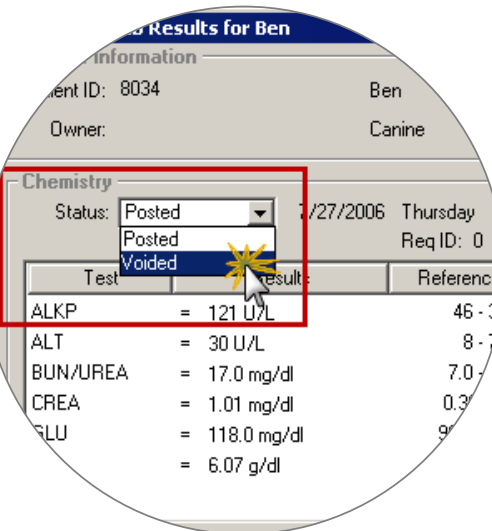
Other Tasks

Create a new profile, manually enter results, add onto a lab request, resolve orphan or not requested results, and/or reprint forms or labels.



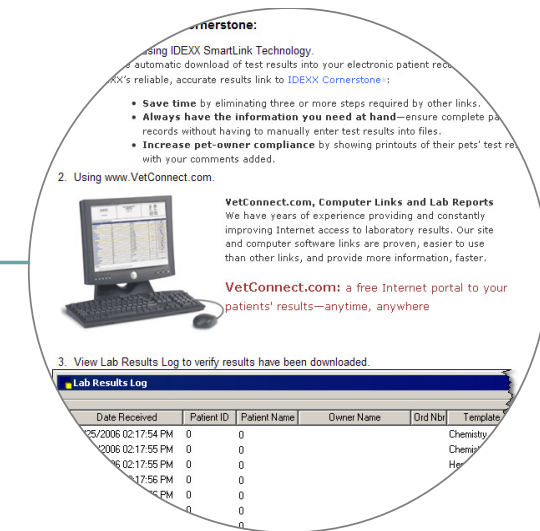
Step 5

View results.



Step 4

Automatically download results.



STEP 1: CREATE A NEW LAB REQUEST

Overview of methods

Creating lab requests is an essential part of utilizing the integrated practice concepts and improving the efficiency and effectiveness of your practice's laboratory. There are several methods to create a new lab request.

On this page and the next, the methods of creating a lab request are summarized, and key advantages and disadvantages are listed.

Preferred method

Use the Patient Visit List or use the invoice (with special actions) to create a new lab request. Because some information is automatically filled in on the request, this method requires fewer key strokes to create a new lab request.

There are four other advantages to starting from the Patient Visit List:

- Changes or deletions made to a pending lab request also occur on the Patient Visit List.
- If using patient pictures, you can ensure you are using the correct patient file.
- You can view collective charges for the patient being treated.

This method is detailed on the following pages.

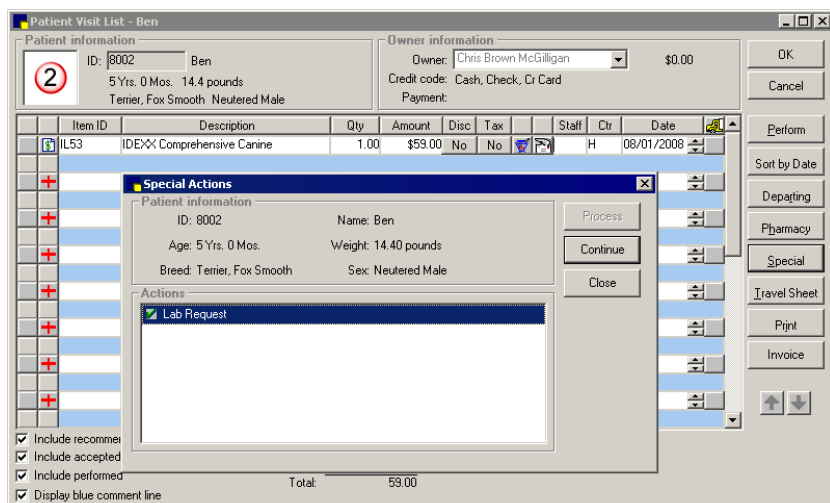
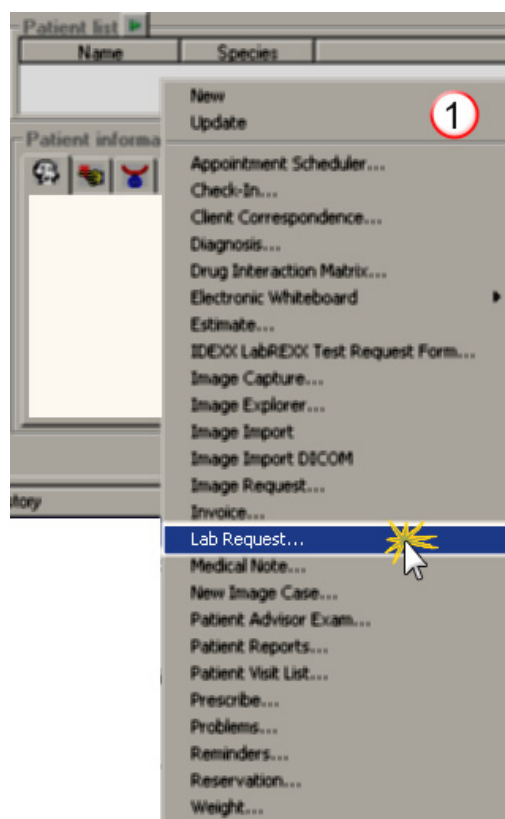
Manual methods

You can also create a request manually, starting from a number of different windows in Cornerstone. Details of these methods are in the "Other Reference Laboratory Tasks" section later in this guide.

Patient Clipboard*: Using the Patient Clipboard, with a client account listed, right-click on a patient's name and select Lab Request.

There are four advantages with starting from the Patient Clipboard:

- Changes or deletions made to a pending lab request also occur on the Patient Visit List.
- Patient and owner fields are automatically completed on the New Lab Request window.
- You can view patient alerts.
- If using patient pictures, you can ensure you are using the correct patient file.

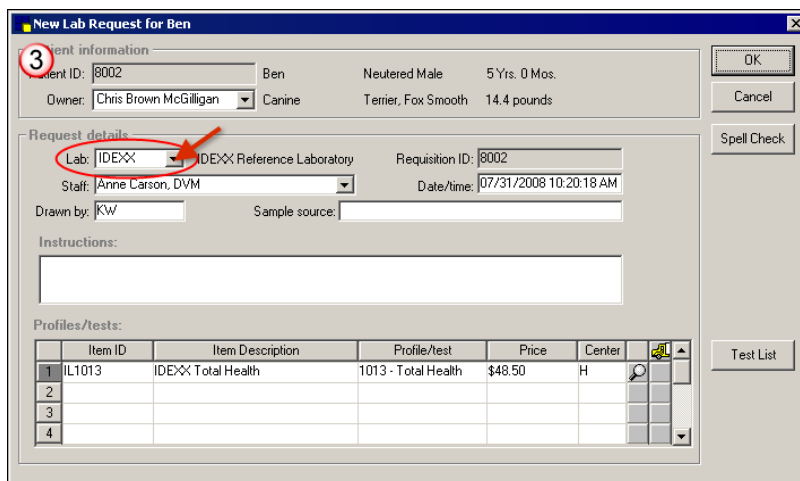


Lab Requests and Results Window: Use the **Lab Request**  toolbar button to access the Lab Requests and Results window.

There are three advantages with starting from the Lab Requests and Results window:

- Changes or deletions made to a pending lab request also occur on the Patient Visit List.
- You can view patient alerts.
- Can view other lab requests and results for that patient, especially if needing to determine if lab requests on similar patient names were made before submitting a new lab request.

Daily Planner: From the Daily Planner's Diagnostics tab, right-click in the work area and select **New Lab Request** to access the New Lab Request window.



	Item ID	Item Description	Profile/test	Price	Center	
1	IL1013	IDEXX Total Health	1013 - Total Health	\$48.50	H	
2						
3						
4						

There are four advantages with accessing the New Lab Request window from the *Daily Planner*:

- You can also easily access the other Daily Planner tabs
- You can view, add, or modify lab callbacks.
- You can view patient alerts.
- Can view other lab requests and results for that patient, especially if needing to determine if lab requests on similar patient names were made before submitting a new lab request.

Printing forms and labels

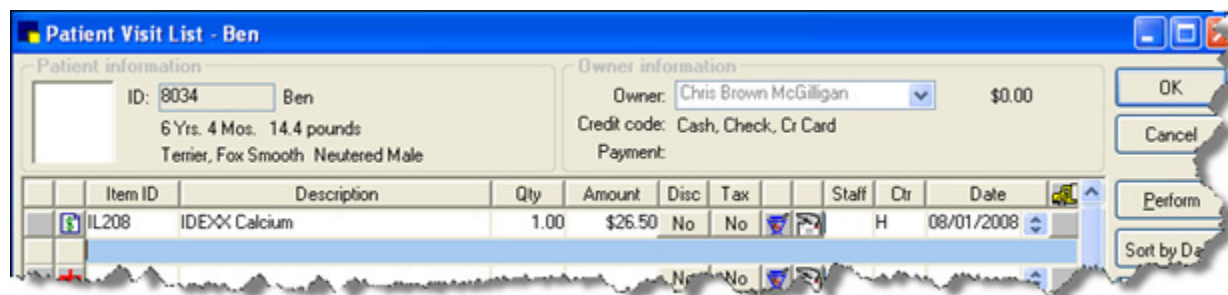
Once the lab request has been completed by these methods, you may have the option to:

- Print the LabREXX form, request label, and/or the tube label.
- Preview the LabREXX form, request label, and/or the tube label.
- Close to close the window without printing anything.

CREATE A NEW LAB REQUEST FROM THE PATIENT VISIT LIST

Prerequisites:

- Make sure “Hide request screen if special action” is not selected under **Activities > Lab Work > Laboratories**.
 - Invoice item has a special action of Lab Request immediately upon Patient Visit List/Invoice.
-  Consult your lab specialist for configuration setup and work-flow changes. Call 1-800-695-2877 and select Cornerstone, then Cornerstone Lab Support.



Patient Visit List - Ben

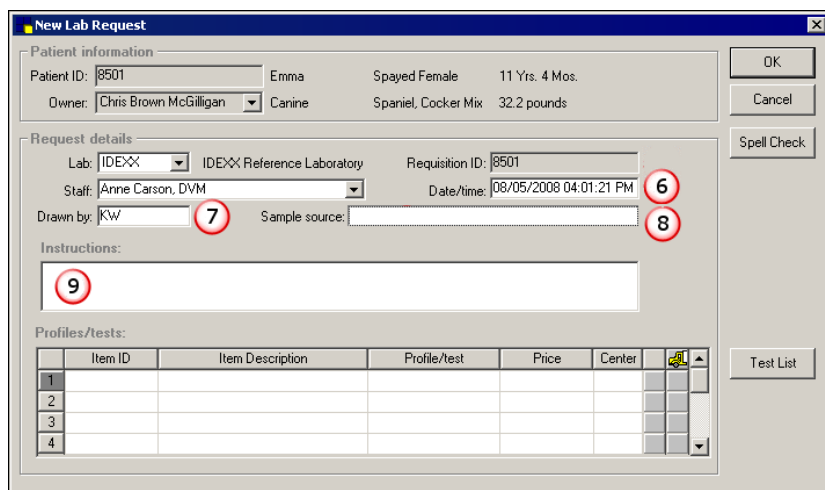
Patient information
 ID: 8034 Ben
 6 Yrs. 4 Mos. 14.4 pounds
 Terrier, Fox Smooth Neutered Male

Owner information
 Owner: Chris Brown McGilligan \$0.00
 Credit code: Cash, Check, Cr Card
 Payment:

Item ID	Description	Qty	Amount	Disc	Tax	Staff	Ctr	Date
IL208	IDEXX Calcium	1.00	\$26.50	No	No		H	08/01/2008

From the Patient Visit List, with the client and patient displayed, to create a new lab request:

1. Open a Patient Visit List for the patient.
2. Type the item IDs in the **Item ID** field for the laboratory tests to perform. The New Lab Request window will open and the ID you entered on the previous step will automatically be entered.
3. In the **Lab** field, select the lab (if necessary).
4. From the **Staff** list, select the staff member who will get credit for the lab work.
5. Optional: Modify the date and time of the request in the **Date/time** field.
6. Optional: In the **Drawn by** field, if applicable, type the initials of the staff member who will collect the sample.
7. Optional: In the **Sample source** field, type the area and type of collection.
8. Optional: In the **Instructions** area, type any staff instructions for the sample.
9. Select the profile/tests to be completed, by doing one of the following:
 - a. Click in the **Item ID** box and press F2. All profiles that have invoice items linked are displayed. Double-click a profile to select it.
 - b. Click the **Test List** button. All profiles are displayed. Search for and select the test you want, click **Next**, and then click **Finished**. If you selected a profile that doesn't have an invoice item ID assigned, Cornerstone will create a new invoice item ID. (Unless you have disabled this feature.)
10. On the New Lab Request window, click **OK**. The Print Lab Request window appears.
11. To print the form, label, or tube label, click **Print**. You also have the option to **Preview** or click **Close** to not print and close the window.



New Lab Request

Patient information
 Patient ID: 8501 Emma Spayed Female 11 Yrs. 4 Mos.
 Owner: Chris Brown McGilligan Canine Spaniel, Cocker Mix 32.2 pounds

Request details
 Lab: IDEXX IDEXX Reference Laboratory Requisition ID: 8501
 Staff: Anne Carson, DVM Date/time: 08/05/2008 04:01:21 PM
 Drawn by: KW Sample source:

Instructions:

Profiles/tests:

Item ID	Item Description	Profile/test	Price	Center
1				
2				
3				
4				

-  You can change the number of copies you want to print on this window.
-  Once the lab request has been processed, the charge is sent to the Patient Visit List.

When you finish with the printing options, you are returned to the Patient Visit List.



If additional labs are added to the Patient Visit List, they will appear on the same lab request for the patient.

- Click **OK** once all items are entered on the Patient Visit List. You can view your request on the Lab Requests and Results window.

STEP 2: PRINT LAB REQUEST LABEL AND PLACE ON PREPRINTED IDEXX REQUISITION FORM.

After you make the lab request in Cornerstone, your lab request will print automatically or you'll receive a window for selecting print options.

Collect the sample according to the diagnostic test; this process may vary based on the diagnostic test you are running.

An example of sample collection training can be found at idexxlearningcenter.com.

See Section 3: *Sample Collection* in the *IDEXX VetTest* Certification manually*.



STEP 3: SEND THE SAMPLE TO IDEXX REFERENCE LABORATORIES FOR ANALYSIS

After you collect the sample, you're now ready to send your sample to IDEXX Reference Laboratories for analysis. If you have any questions, call 1-800-667-3411 for assistance.

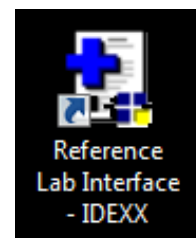
STEP 4: AUTOMATICALLY DOWNLOAD RESULTS

Practices that have a constant Internet connection will be able to download their IDEXX Reference Laboratories results automatically into Cornerstone's electronic patient records. If you do not have a continuous Internet connection, it will download when you log on to the Internet. Or you can go to vetconnect.com* to get your patients' results—anytime, anywhere.

DOWNLOAD RESULTS INTO CORNERSTONE

Results will automatically download into Cornerstone if you have a constant Internet connection. If you connect only to retrieve results, you will need to follow the steps below.

1. If you have a constant connection:
 - a. An Internet connection will be initiated each time the computer is restarted. The Reference Lab Interface—IDEXX application launches automatically and queued results are downloaded. Minimize this window and keep running for continuous download at preset intervals. This application must be running in order to receive results.
2. If you connect only to retrieve results:
 - a. Open Cornerstone on the Cornerstone Lab Workstation and make sure it is connected to the internet.
 - b. Dial the Internet service provider to connect.
 - c. Double-click the **Reference Lab Interface—IDEXX** shortcut icon on the desktop to download results.
 - d. This will launch the Reference Lab Interface—IDEXX window that retrieves results from vetconnect.com.



STEP 5: VIEW RESULTS

After your results have downloaded into Cornerstone, you are ready to view the results.

Test results can be posted to patient records either automatically or manually:

- **Automatically post results** (recommended): When a test result is returned to Cornerstone, if the result can be matched to a pending request, it is automatically posted and can be viewed in patient history. You cannot reject results that are automatically posted, but you can void results after posting. Voided results remain in the patient's file.
- **Manually post results, then view**: When a test result is returned to Cornerstone, it is displayed in the Lab Requests and Results window. To add the result to the patient record, you must manually change the result status to Posted. It will then be shown on the Patient Clipboard. You have the option to reject results instead of posting.

The following diagrams illustrate these options.

AUTOMATICALLY POST RESULTS

View results in the Patient File of the Patient Clipboard

Step 1

The results will automatically transfer into the patient's file if you have chosen not to view the results before posting. Access the patient's file to view the results.

Warning: If you select this option, you will not have the option to reject a result. You do have the option to void a result in the patient's history; voided results remain in the patient's file, but are hidden in the patient's history.

McGilligan, Chris Brown - Patient Clipboard

Client ID: 8002 Chris Brown McGilligan Pet Owner

Patient Balance Due \$0.00 Cash, Check, Cr Card Total Patients: 4
Search (987) 654-3210 (Cellular) Active Patients: 4

Client information

Name: Chris Brown McGilligan Active
Addr 1: 326 Amanda Drive Pet Owner
Addr 2:
City: Eau Claire
State: WI Postal Code: 54703
Email: McGilligan@McGilligan.com
Referred by: YP Yellow Pages Referred: 0 clients

Patient list

Name	Species	Breed	Sex
Ben	Canine	Terrier, Fox Smooth	Neutered Male
Emma	Canine	Spaniel, Cocker Mix	Spayed Female

Patient information

ID: 8002
Name: Ben
Status: Active
Class: Family Pet
Birthdate: 7/12/2003
5 Yrs. 3 Mos.
Weight: 14.4 pounds
Ward:
Sex: Neutered Male
Breed: Terrier, Fox Smooth
Color: Brown/Black/White
Markings:
Cage:

Summary Text Problems Diagnosis Prescriptions Medical Notes **Lab** Weights Full Size View

Date	Staff	Expanded History
7/27/2006	1	Chemistry results from Lab: IDEXX VetLab In-clinic Laboratory Requisition ID: 0 Posted Final Test Result Reference Range Chloride = 112.3 mmol/l 105.0 - 119.0 CHOL = Potassium = 4.97 mmol/l 3.50 - 5.50 Sodium = 150.1 mmol/l 145.0 - 157.0 Manually entered.

Rows 1 to 1 of 4

Find
Find Next
Go To Date

Step 2

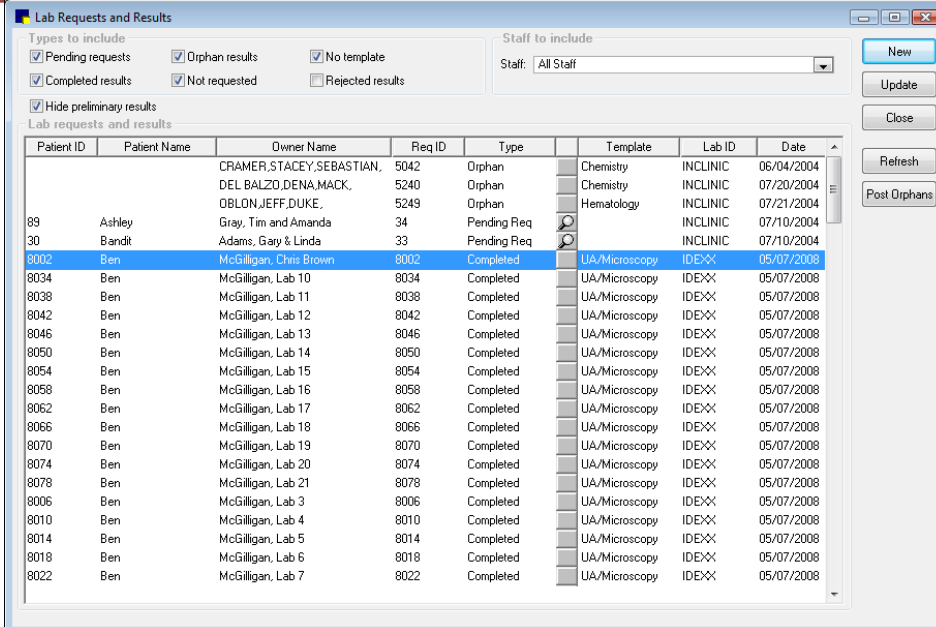
At this point, you may review the results, graph cumulative results, void results, or reassign these results to another patient.

MANUALLY POST RESULTS, THEN VIEW

View results in the Lab Requests and Results window before posting to the patient's medical record

Step 1

If you have chosen to view the results before posting to the patient file, you will need to access the result from the Lab Request and Results  window.



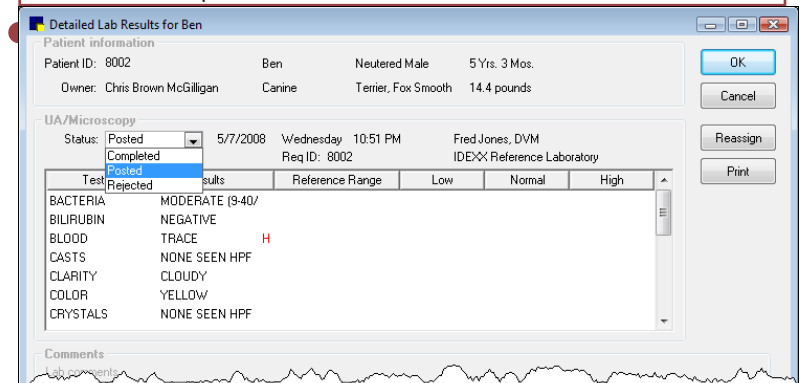
Lab Requests and Results window showing a list of lab requests. The window includes filters for 'Types to include' (Pending requests, Completed results, Hide preliminary results) and 'Staff to include' (All Staff). The main table lists lab requests with columns for Patient ID, Patient Name, Owner Name, Req ID, Type, Template, Lab ID, and Date.

Patient ID	Patient Name	Owner Name	Req ID	Type	Template	Lab ID	Date
89	Ashley	Gray, Tim and Amanda	34	Pending Req			
30	Bandit	Adams, Gary & Linda	33	Pending Req			
8002	Ben	McGilligan, Chris Brown	8002	Completed	UA/Microscopy	IDEXX	05/07/2008
8034	Ben	McGilligan, Lab 10	8034	Completed	UA/Microscopy	IDEXX	05/07/2008
8038	Ben	McGilligan, Lab 11	8038	Completed	UA/Microscopy	IDEXX	05/07/2008
8042	Ben	McGilligan, Lab 12	8042	Completed	UA/Microscopy	IDEXX	05/07/2008
8046	Ben	McGilligan, Lab 13	8046	Completed	UA/Microscopy	IDEXX	05/07/2008
8050	Ben	McGilligan, Lab 14	8050	Completed	UA/Microscopy	IDEXX	05/07/2008
8054	Ben	McGilligan, Lab 15	8054	Completed	UA/Microscopy	IDEXX	05/07/2008
8058	Ben	McGilligan, Lab 16	8058	Completed	UA/Microscopy	IDEXX	05/07/2008
8062	Ben	McGilligan, Lab 17	8062	Completed	UA/Microscopy	IDEXX	05/07/2008
8066	Ben	McGilligan, Lab 18	8066	Completed	UA/Microscopy	IDEXX	05/07/2008
8070	Ben	McGilligan, Lab 19	8070	Completed	UA/Microscopy	IDEXX	05/07/2008
8074	Ben	McGilligan, Lab 20	8074	Completed	UA/Microscopy	IDEXX	05/07/2008
8078	Ben	McGilligan, Lab 21	8078	Completed	UA/Microscopy	IDEXX	05/07/2008
8006	Ben	McGilligan, Lab 3	8006	Completed	UA/Microscopy	IDEXX	05/07/2008
8010	Ben	McGilligan, Lab 4	8010	Completed	UA/Microscopy	IDEXX	05/07/2008
8014	Ben	McGilligan, Lab 5	8014	Completed	UA/Microscopy	IDEXX	05/07/2008
8018	Ben	McGilligan, Lab 6	8018	Completed	UA/Microscopy	IDEXX	05/07/2008
8022	Ben	McGilligan, Lab 7	8022	Completed	UA/Microscopy	IDEXX	05/07/2008

Step 2

Select the completed result you wish to post to a patient's file, click **Update**, and change the status to Posted.

Note: If this result is not a valid result, you do have an option to reject this laboratory result and NOT post it to the patient's file.

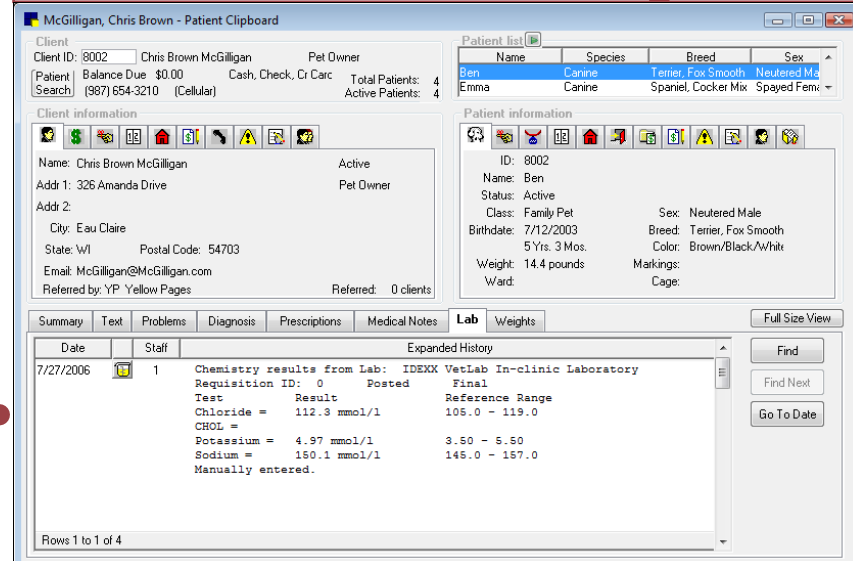


Detailed Lab Results for Ben window showing patient information (Patient ID: 8002, Ben, Neutered Male, 5 Yrs. 3 Mos.) and lab results for UA/Microscopy. The status is set to 'Posted'.

Test	Result	Reference Range	Low	Normal	High
BACTERIA	MODERATE (940/				
BILIRUBIN	NEGATIVE				
BLOOD	TRACE				
CASTS	NONE SEEN HPF				
CLARITY	CLOUDY				
COLOR	YELLOW				
CRYSTALS	NONE SEEN HPF				

Step 3

The results will post to the patient's file.



McGilligan, Chris Brown - Patient Clipboard window showing patient information (Client ID: 8002, Chris Brown McGilligan, Pet Owner) and lab results. The lab results are displayed in a table with columns for Date, Staff, and Expanded History.

Date	Staff	Expanded History
7/27/2006	1	Chemistry results from Lab: IDEXX VetLab In-clinic Laboratory Requisition ID: 0 Posted Final Test Result Reference Range Chloride = 112.3 mmol/l 105.0 - 119.0 CHOL = Potassium = 4.97 mmol/l 3.50 - 5.50 Sodium = 150.1 mmol/l 145.0 - 157.0 Manually entered.

Step 4

At this point, you may review the results, graph cumulative results, void results, or reassign these results to another patient.

To Manually Post Results to the Patient File:

1. Select the **Lab Requests and Results** button  to access the Lab Requests and Results window.
2. Select the completed lab result for the patient.

Lab requests and results								
Patient ID	Patient Name	Owner Name	Req ID	Type		Template	Lab ID	Date
39	Lonzo	Jones, Agnes L.	5637	Pending Req			INCLINIC	07/12/2004
179	Ollie	King, Calvin & Daphne	5106	Not Req		Hematology	INCLINIC	06/16/2004
135	Tequila	Marvin, Tony	5082	Not Req		Chemistry	INCLINIC	06/12/2004
8002	Ben	McGilligan, Chris Brown	8002	Completed		UA/Microscopy	IDEXX	05/07/2008
8004	Jack	McGilligan, Chris Brown	8004	Completed		Hematology	IDEXX	06/17/2008
8004	Jack	McGilligan, Chris Brown	8004	Completed		Chemistry	IDEXX	06/17/2008
8034	Ben	McGilligan, Lab 10	8034	Completed		UA/Microscopy	IDEXX	05/07/2008
8040	Jack	McGilligan, Lab 11	8040	Completed		Hematology	IDEXX	06/17/2008

3. Select **Update**.
4. In the **Status** field, select **Posted**. You can also reject the results at this point.

Status:	Completed	▼
	Completed	
	Posted	
	Rejected	

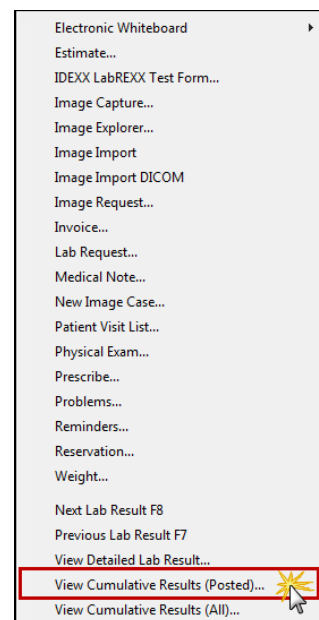
5. Click **OK**.
6. Close the Lab Requests and Results window.

VIEW DETAILED RESULTS - SINGLE OR CUMULATIVE

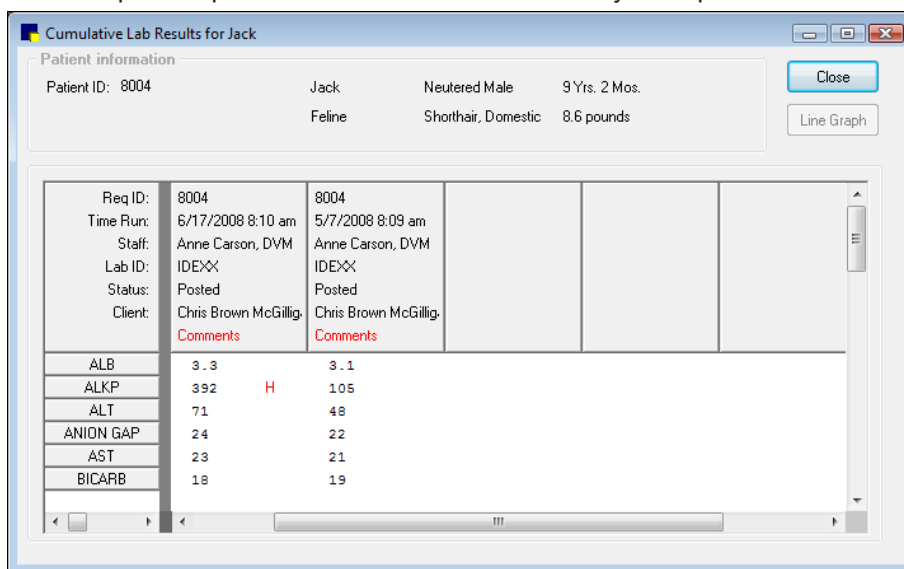
Once lab results are posted to the patient file, they are stored as part of the patient's medical history and can be viewed and printed at any time. Results can be viewed either as a single detailed result or as a cumulative result (if available). Cumulative results allow users to compare results from the same test over two or more dates and can be graphed.

1. From the Patient Clipboard, access the client.
2. In the Patient list area, click the **green arrow**  button then move your cursor over the patients' names to expand the Patient list.
3. Select the patient.
4. In the Patient File area, select the **Lab** tab.
5. Right-click on the result.
6. Select **View Detailed Lab Result**, **View Cumulative Results (Posted)**, or **View Cumulative Results (All)**.

The View Cumulative Results options are available only if there are multiple results of the same type. Cumulative results are shown below.

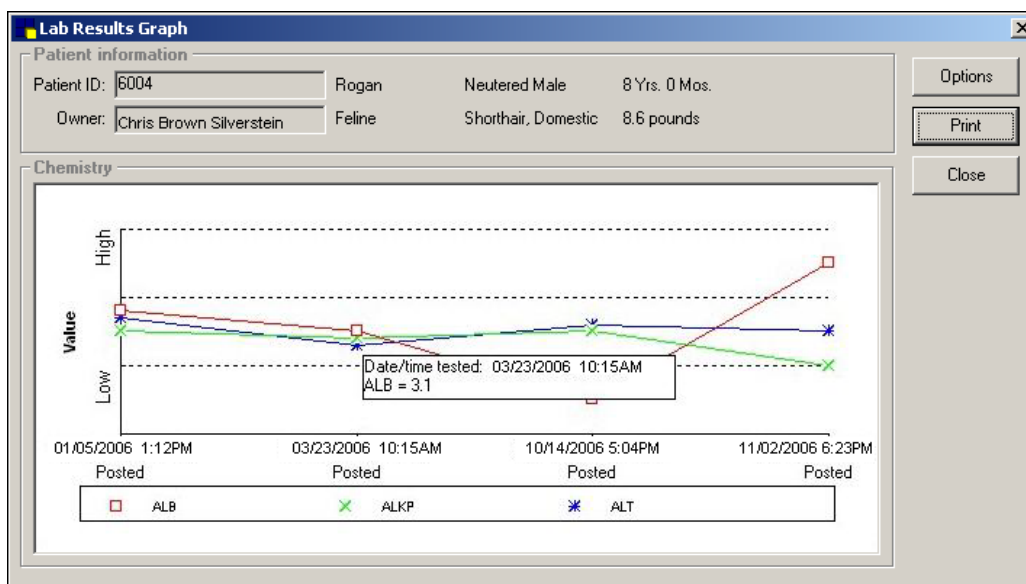


This example compares the results for the Laboratory tests performed on **5/7/2010** and **6/17/2010**.



- Optional: You may graph the lab results. To graph the test results, select **View Cumulative Results (Posted)** or **View Cumulative Results (All)**.
- Select the test names for the tests you want to graph.
- When the appropriate tests are selected (highlighted), click **Line Graph** and the test results graph will be displayed.

To view the data point values, move your mouse over a data point as shown below.



This graph does not depict actual result displayed in the database and is only for illustration purposes.

- To print the graph, click **Print**.
- Close any open windows until you return to the *Patient Clipboard*.
- To specify a date range to view, click **Options**.

- To view the detailed result, right-click on the result and select **Details**.
- From the Detailed Lab Results for (patient's name) window, view the detailed result.

Detailed Lab Results for Jack

Patient information

Patient ID: 8004 Jack Neutered Male 9 Yrs. 2 Mos.
 Owner: Chris Brown McGilligan Feline Shorthair, Domestic 8.6 pounds

Status: **Posted** 6/17/2008 Tuesday 8:10 AM Anne Carson, DVM
 Req ID: 8004 IDEXX Reference Laboratory

Test	Results	Reference Range	Low	Normal	High
ALB	3.3 g/dL	2.5 - 4.0			
ALKP	392 U/L H	10 - 150			
ALT	71 U/L	5 - 107			
ANION GAP	24 mEq/L	12 - 24			
AST	23 U/L	5 - 55			
BICARB	18 mEq/L	17 - 24			
BUN/UREA	18 mg/dL	7 - 27			

Comments

Lab comments

Overall: Asc: L8005943
 SS L
 RE: 281 HEMOLY +

Additional comments

Update



From the Detailed Lab Results for (patient's name) window, you can print, void, and reassign the test results. Procedural steps on voiding results have been provided in the "Other Reference Laboratory Tasks" section.

Print	Void	Reassign
Print		Reassign

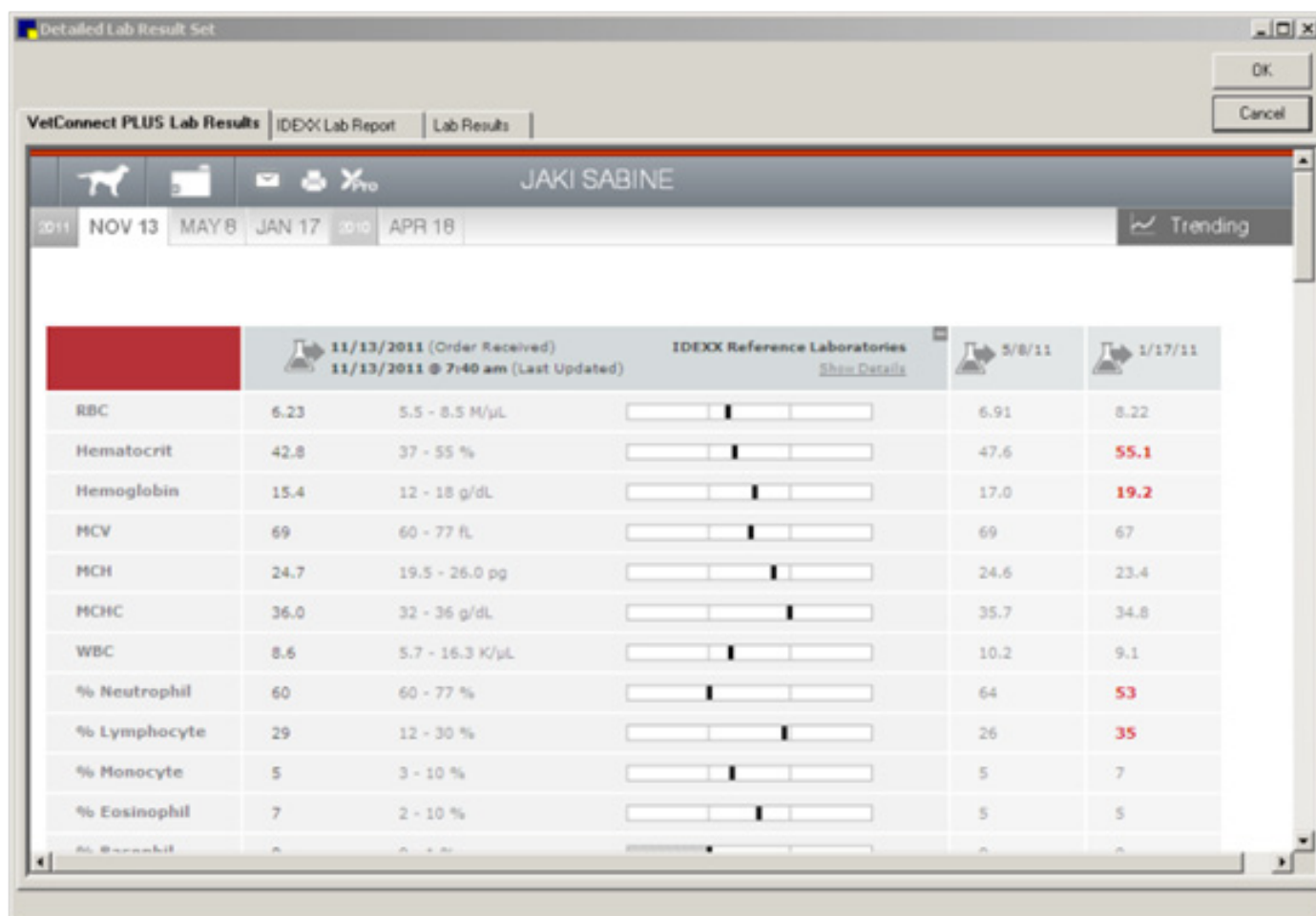
Voided results are hidden in the patient history. Clear the **Hide Voided Items** check box on the Patient Clipboard to view them.

VIEWING RESULTS WITH VETCONNECT* PLUS

Starting with version 8.3, Cornerstone includes optional access to VetConnect* PLUS, a powerful web-based tool that lets you view and compare IDEXX in-house diagnostics and IDEXX Reference Laboratories data side by side.

VetConnect PLUS works within the standard Cornerstone workflow for viewing results and has an enhanced format for viewing, comparing, and graphing result data. You can also visit vetconnectplus.com to view your results in a browser.

Here's an example of a VetConnect PLUS tab.



Using VetConnect PLUS, you can:

- View the latest IDEXX test results in an enhanced and interactive window as soon as they are sent from the IDEXX Reference Laboratories or from your in-house analyzers.
- See the complete history of a patient's known IDEXX test results.
- Compare results from IDEXX Reference Laboratories and IDEXX VetLab* Station tests side by side. (To do so, you must activate VetConnect PLUS on IDEXX VetLab Station.)
- Graph and view trends for IDEXX test results with the click of a button.

TO USE VETCONNECT PLUS FROM THE IDEXX LAB REPORT:

1. In the Cornerstone software, open the patient record, and then use your preferred method to open an IDEXX Lab Report that contains the test results you want to see (for example, double-click an IDEXX Lab Report on the Summary tab in the Patient Clipboard).
The Detailed Lab Result Set window opens.
2. Select the VetConnect PLUS tab.
See the *Cornerstone User's Manual* or online help for more information about using VetConnect PLUS features.
3. When finished, close the results window.

TO VIEW AND UPDATE LABORATORY REQUESTS/RESULTS FROM THE DIAGNOSTICS TAB

1. From the Daily Planner, select the applicable staff.
2. Click the **Diagnostics** tab.
3. Select the **Posted results** check box and select a date range.
4. In the Other types to include area, select the check boxes for the types of requests and results you want to view.
5. Right-click on a request or result. Depending on the laboratory type/callback status, the following options may be available:
 - Select **Update Lab Request** to open and update a pending laboratory request. Click the magnifying glass icon to view the requested tests.
 - Select **Update Lab Result** to open and update a recently received laboratory result.
 - Select **Update Call Back** to open the Patient Reminders window and update an open or pending callback.
 - Select **Patient Clipboard** to open the patient's record in the Patient Clipboard.
 - Select **New Lab Request** to open the New Lab Request window to enter a laboratory request.

Viewing the Cornerstone Lab Results Log

Diagnostics

Posted results: Thursday, 07/22/2010 to Thursday, 07/29/2010

Other types to include: ☒ Pending requests, ☒ Orphan results, ☒ No template, ☒ Completed results, ☒ Not requested, ☒ Rejected results

Patient ID	Patient Name	Prac	Lab ID	Type	Date	Call Backs	Status
20	Zero	1	INCLINIC	Pending Req	07/23/2010		
	Brown, Roland		5701		1		
8056	Kingsley		IDEXX	Completed	07/23/2010		
	Pattington, Brad and Sheri		8056	Hematology	3		
8052	Eli	1	IDEXX	Posted	07/23/2010	Completed	07/28/10 1
	Biddgatdar, Raj		8052	Hematology	3		
8060	Billy		IDEXX	Completed	07/23/2010		
	Maddison, Hannah		8060	Hematology	3		
8048	Phinneous		IDEXX	Completed	07/23/2010	Completed	07/29/10 1
	Brigsby, Graham		8048	Chemistry	3		
8052	Eli		IDEXX	Completed	07/23/2010	Pending...	07/26/10 1
	Biddgatdar, Raj		8052	Chemistry	3		
8020	Jack		IDEXX	Completed	07/23/2010		
	McGilligan, Mikel		8020	Hematology	3		

If you aren't finding your results in the Lab Requests and Results window or the patient file, it may be helpful to view the Cornerstone Lab Results Log to verify that you are receiving results overall.

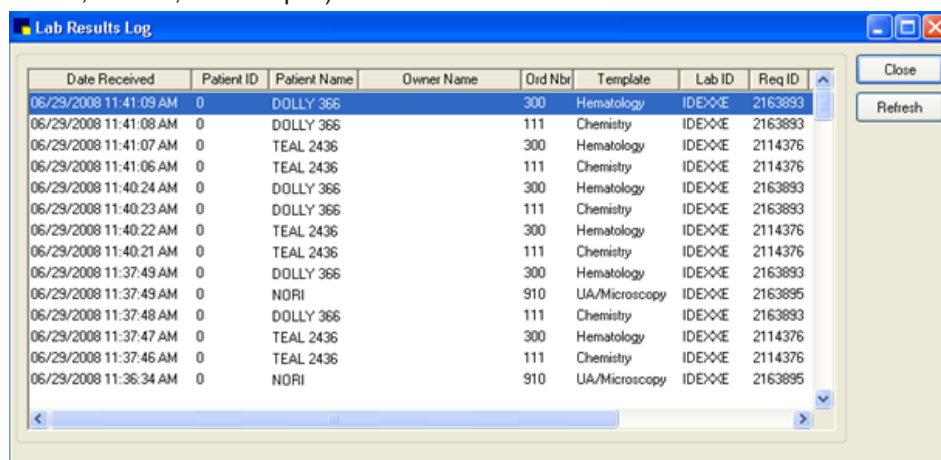
Whenever a new lab result is imported into Cornerstone, an entry is written to the Lab Results Log. This log allows staff to see when a new result is back from the laboratory as well as any preliminary results. The log may be sorted by clicking on the column headings. This screen automatically refreshes every five minutes. Use the Refresh button to update information immediately. The most current result will default to the top of the window and only has viewing capabilities.



You can use the Call Backs column to make or schedule call backs. See "Working with Laboratory Call Backs on the Diagnostics Tab" in the *Cornerstone User's Manual*.

To access the Lab Results Log

1. Select **Activities > Lab Work > Lab Results Log**.
2. Sort the list by ascending or descending order by selecting the headings at the top (e.g., Date Received, Patient Name, Lab ID, and Req ID).



The screenshot shows a window titled "Lab Results Log" with a table of lab results. The table has columns: Date Received, Patient ID, Patient Name, Owner Name, Ord Nbr, Template, Lab ID, and Req ID. The data is as follows:

Date Received	Patient ID	Patient Name	Owner Name	Ord Nbr	Template	Lab ID	Req ID
06/29/2008 11:41:09 AM	0	DOLLY 366		300	Hematology	IDEXXE	2163893
06/29/2008 11:41:08 AM	0	DOLLY 366		111	Chemistry	IDEXXE	2163893
06/29/2008 11:41:07 AM	0	TEAL 2436		300	Hematology	IDEXXE	2114376
06/29/2008 11:41:06 AM	0	TEAL 2436		111	Chemistry	IDEXXE	2114376
06/29/2008 11:40:24 AM	0	DOLLY 366		300	Hematology	IDEXXE	2163893
06/29/2008 11:40:23 AM	0	DOLLY 366		111	Chemistry	IDEXXE	2163893
06/29/2008 11:40:22 AM	0	TEAL 2436		300	Hematology	IDEXXE	2114376
06/29/2008 11:40:21 AM	0	TEAL 2436		111	Chemistry	IDEXXE	2114376
06/29/2008 11:37:49 AM	0	DOLLY 366		300	Hematology	IDEXXE	2163893
06/29/2008 11:37:49 AM	0	NORI		910	UA/Microscopy	IDEXXE	2163895
06/29/2008 11:37:48 AM	0	DOLLY 366		111	Chemistry	IDEXXE	2163893
06/29/2008 11:37:47 AM	0	TEAL 2436		300	Hematology	IDEXXE	2114376
06/29/2008 11:37:46 AM	0	TEAL 2436		111	Chemistry	IDEXXE	2114376
06/29/2008 11:36:34 AM	0	NORI		910	UA/Microscopy	IDEXXE	2163895

3. Click **Refresh** to refresh the list with new labs downloaded into your Cornerstone system.
4. Click **Close** to close the *Lab Results Log* window.

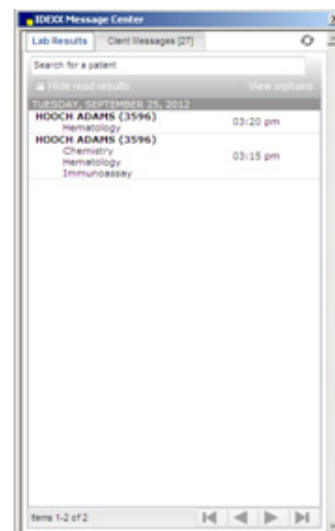
VIEWING NEW RESULTS THROUGH THE IDEXX MESSAGE CENTER

The IDEXX Message Center lists all recently returned results from IDEXX Reference Laboratories and the IDEXX VetLab* Station.

1. Click the IDEXX Message Center button  on the toolbar, then click **Lab Results**. The IDEXX Message Center lists all recently returned results from IDEXX Reference Laboratories and the IDEXX VetLab Station.
2. To open a result, right-click it and select **Open**.



The IDEXX Message Center button appears in red and black when new messages and/or lab results have been added since the last time you looked at the message center.



VIEWING RESULTS USING VETCONNECT.COM

Results can be viewed on vetconnect.com whether they were requested in Cornerstone or on vetconnect.com.



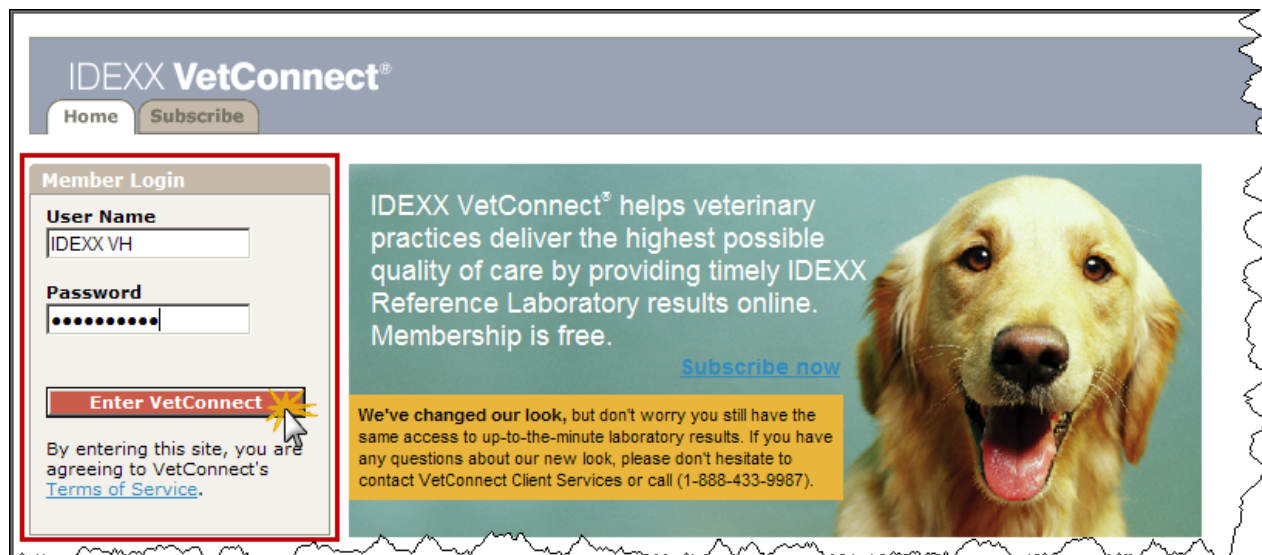
If you are a VetConnect PLUS user, you will see your results in a format similar to that described in "Viewing Results with VetConnect PLUS" above. If you do not use VetConnect PLUS, use the steps below to view your results online.

1. Open an Internet browser.
2. In the address bar, type: vetconnect.com.
3. Press **Enter**.
4. In the *Member Login* area, type your practice **User Name** and **Password**.



This information is **not** available to IDEXX Cornerstone Software Support. You can use the email link or call VetConnect Client Services found on their website. This may take up to 24 hours.

5. Click **Enter VetConnect**. This will take you to your practice's vetconnect.com Home page.



The screenshot shows the IDEXX VetConnect website. At the top, there is a navigation bar with "Home" and "Subscribe" buttons. Below this, on the left, is a "Member Login" box. It contains a "User Name" field with "IDEXX VH" entered, a "Password" field with masked characters, and a red "Enter VetConnect" button. Below the button is a disclaimer: "By entering this site, you are agreeing to VetConnect's [Terms of Service](#)." To the right of the login box is a large banner featuring a golden retriever. The banner text reads: "IDEXX VetConnect® helps veterinary practices deliver the highest possible quality of care by providing timely IDEXX Reference Laboratory results online. Membership is free." Below this text is a "Subscribe now" link. At the bottom of the banner, a yellow box contains the text: "We've changed our look, but don't worry you still have the same access to up-to-the-minute laboratory results. If you have any questions about our new look, please don't hesitate to contact VetConnect Client Services or call (1-888-433-9987)."

6. In the Search Lab Results area, enter in your search criteria. You can search by:
- Laboratory account
 - Owner's last name
 - Patient's name
 - Doctor's name
 - Date range from ____ to ____
 - Period (x number of days)
 - Requisition number
 - Sort by
 - Number of results
7. Click **Search**.
8. In the Search Results area, select the result you want to view and/or print and click **View**.
9. In the Search Lab Results area, enter in your search criteria. You can search by:
- Laboratory account
 - Owner's last name
 - Patient's name
 - Doctor's name
 - Date range from ____ to ____
 - Period (x number of days)
 - Requisition number
 - Sort by
 - Number of results
10. Click **Search**.
11. In the Search Results area, select the result you want to view and/or print and click **View**.

Search Results								
View Trend Print Reset								
Select	Requisition	Order Date	Owner Name	Patient Name	Doctor Name	Status	Tests Ordered	Component Tests
☐	7684831	Aug 25, 2008	EICHHORN	THOR	DHALIWAL,R.	In Process	FOLLOW-UP HEALTHCHEK	CHEM 25 CBC COMPREHENSIVE
☐	7684928	Aug 12, 2008	EICHHORN	THOR	DHALIWAL,R.	Final	FOLLOW-UP HEALTHCHEK	CHEM 25 CBC COMPREHENSIVE
☒	7631003	Jul 09, 2008	EICHHORN	THOR	DHALIWAL,R.	Final	FOLLOW-UP HEALTHCHEK	CHEM 25 CBC COMPREHENSIVE
☐	7798591	Jun 17, 2008	EICHHORN	THOR	DHALIWAL, R.	Final	FOLLOW-UP HEALTHCHEK	CHEM 25 CBC COMPREHENSIVE
☐	7798592	May 27, 2008	EICHHORN	THOR	DHALIWAL,R.	Final	FOLLOW-UP HEALTHCHEK	CHEM 25 CBC COMPREHENSIVE

12. View the results.



You can also print the results, create a text version of the results to print, hide comments, add additional tests and/or notes, email the results, or request a consult.

IDEXX VetConnect®
caeastuser, caeastuser

[Home](#)
[Lab Services](#)
[Telemedicine Services](#)
[Medical References](#)
[Account Administration](#)

[Lab Results](#) | [LabREXX](#) | [Directory of Services](#)

These results

[Print](#)
[Text version](#)
[Import](#)

[Hide comments](#)
[Add Notes](#)

[E-mail result](#)

More patient info

[All test results on file](#)

IDEXX Laboratories

Client: Tonelli
Patient: SIMON
Species: Canine
Breed: Boston Terrier

Date: 11/23/2009
Gender: MALE
Weight:
Age: 12Y

Accession Level Comments

Accession Status: Final
Platelet clumping will artificially lower the Platelet Count. Please contact the lab if you have questions about the clinical significance of the Platelet Count.

Nucleated RBC

Test	Result	Reference Range
Nucleated RBC	6	/100 WBC

13. Log out of vetconnect.com and close your web browser.

DAILY STEP - CHECK LAB REQUESTS AND RESULTS WINDOW

One important daily step to complete is checking your Lab Requests and Results window for orphan and/or not requested results that need to be resolved. Checking this window daily will help alleviate billing issues, and patient record errors, and it could improve the effectiveness and efficiency of your practice.

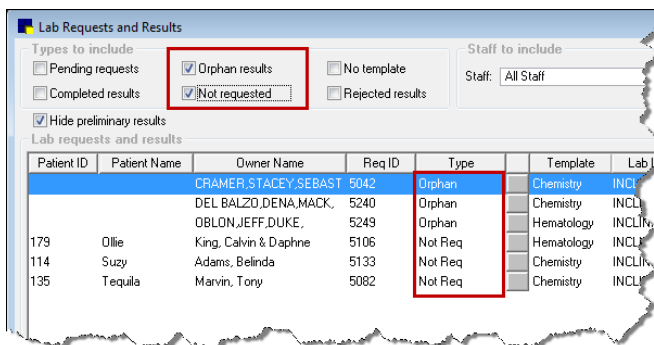
To check your Lab Requests and Results window on a daily basis to resolve orphan and not requested results:

1. Use the **Lab Request and Results**  toolbar button to access the Lab Requests and Results window.
2. In the Types to include area select the result type you want to view.



You can also click the **Type** column heading to sort the lab results by lab type.

Sort using Types to include area check boxes



Lab Requests and Results

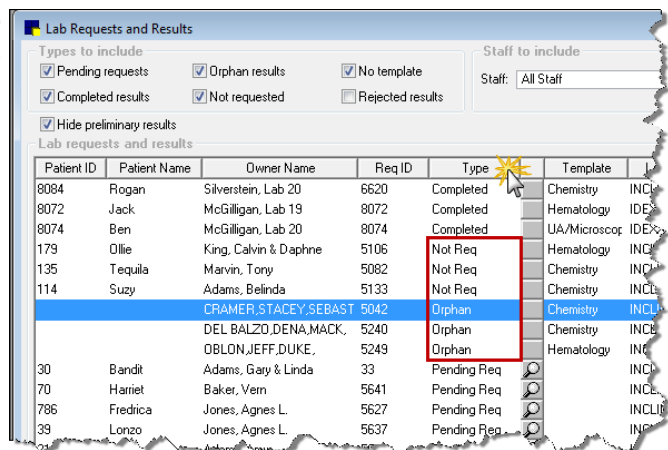
Types to include: ☐ Pending requests, ☒ Orphan results, ☐ No template, ☐ Completed results, ☒ Not requested, ☐ Rejected results

Staff to include: All Staff

☒ Hide preliminary results

Patient ID	Patient Name	Owner Name	Req ID	Type	Template	Lab ID
		CRAMER, STACEY, SEBAST	5042	Orphan	Chemistry	INCL
		DEL BALZD, DENA, MACK,	5240	Orphan	Chemistry	INCL
		OBLON, JEFF, DUKE,	5249	Orphan	Hematology	INCL
179	Ollie	King, Calvin & Daphne	5106	Not Req	Hematology	INCL
114	Suzy	Adams, Belinda	5133	Not Req	Chemistry	INCL
135	Tequila	Marvin, Tony	5082	Not Req	Chemistry	INCL

Sort by click Type column heading



Lab Requests and Results

Types to include: ☒ Pending requests, ☒ Orphan results, ☒ No template, ☐ Completed results, ☒ Not requested, ☐ Rejected results

Staff to include: All Staff

☒ Hide preliminary results

Patient ID	Patient Name	Owner Name	Req ID	Type	Template	Lab ID
8094	Rogan	Silverstein, Lab 20	6620	Completed	Chemistry	INCL
8072	Jack	McGilligan, Lab 19	8072	Completed	Hematology	INCL
8074	Ben	McGilligan, Lab 20	8074	Completed	UA/Microscop	INCL
179	Ollie	King, Calvin & Daphne	5106	Not Req	Hematology	INCL
135	Tequila	Marvin, Tony	5082	Not Req	Chemistry	INCL
114	Suzy	Adams, Belinda	5133	Not Req	Chemistry	INCL
		CRAMER, STACEY, SEBAST	5042	Orphan	Chemistry	INCL
		DEL BALZD, DENA, MACK,	5240	Orphan	Chemistry	INCL
		OBLON, JEFF, DUKE,	5249	Orphan	Hematology	INCL
30	Bandit	Adams, Gary & Linda	33	Pending Req	Chemistry	INCL
70	Harriet	Baker, Vern	5641	Pending Req	Chemistry	INCL
786	Fredrica	Jones, Agnes L.	5627	Pending Req	Chemistry	INCL
39	Lonzo	Jones, Agnes L.	5637	Pending Req	Chemistry	INCL

3. Resolve any outstanding orphan and/or not requested results.

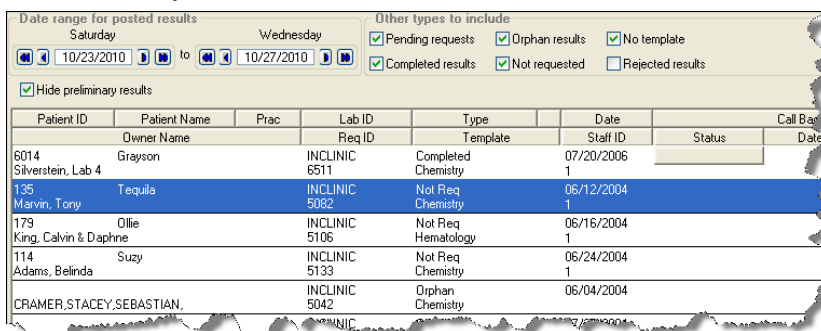


Procedural steps on resolving not requested results and resolving orphan results have been provided in the "Other Reference Laboratory Tasks" section.

4. Close the Lab Requests and Results window.

Alternative: Check on Daily Planner

1. Select **Daily Planner > Diagnostics** tab to access the lab results.
2. Use the Other Types to include filters and headings to customize and sort the results.
3. Resolve any outstanding Orphan and/or Not Requested results.
4. Close the Daily Planner window.



Daily Planner

Date range for posted results: Saturday 10/23/2010 to Wednesday 10/27/2010

Other types to include: ☒ Pending requests, ☒ Orphan results, ☒ No template, ☒ Completed results, ☒ Not requested, ☐ Rejected results

☒ Hide preliminary results

Patient ID	Patient Name	Prac	Lab ID	Type	Date	Call Bar
Owner Name	Req ID	Template	Staff ID	Status	Date	
6014 Silverstein, Lab 4	Grayson	INCLINIC	6511	Completed Chemistry	07/20/2006	1
135 Marvin, Tony	Tequila	INCLINIC	5082	Not Req Chemistry	06/12/2004	1
179 King, Calvin & Daphne	Ollie	INCLINIC	5106	Not Req Hematology	06/16/2004	1
114 Adams, Belinda	Suzy	INCLINIC	5133	Not Req Chemistry	06/24/2004	1
CRAMER, STACEY, SEBASTIAN,		INCLINIC	5042	Orphan Chemistry	06/04/2004	

OTHER REFERENCE LABORATORY TASKS

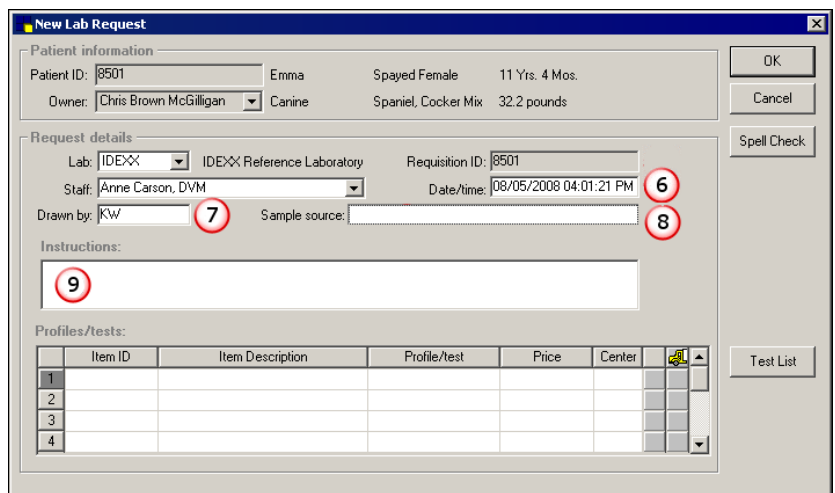
There are other tasks related to IDEXX Reference Laboratories that you may need to reference occasionally, these topics include:

- Manually create request
- View profiles
- Create a new profile
- Manually enter lab results
- Add onto a lab request
- Resolve not requested results
- Resolve orphan results
- Reprint LabREXX form, request form label, and/or tube label

MANUALLY CREATE REQUEST

This section covers an alternative method of creating a request, which creates a new lab manually request by accessing the New Lab Request window from the Patient Clipboard.

1. To begin from the Patient Clipboard:
 - a. In the Client ID field, enter the client ID and press TAB.
 - b. If Client Alerts or Patient Alerts appear, address the alerts and click **OK**.
 - c. From the Patient list area, right-click on the patient's name for whom you will create a lab request.
 - d. Select **Lab Request**.
 - e. Continue with step 5.
2. To begin from the Lab Requests and Results window, in the toolbar, click , and continue with step 5.
3. To begin from the Daily Planner, right-click in the work area and select **New Lab Request**.
4. In the **Lab** field, select the lab.
5. From the **Staff** list, select the staff member who will get credit for the lab work.
6. Optional: Modify the date and time of the request in the **Date/time** field.
7. Optional: In the **Drawn by** field, if applicable, type the initials of the staff member who will collect the sample.
8. Optional: In the **Sample source** field, type the area and type of collection.
9. Optional: In the **Instructions** area, type any staff instructions for the sample.
10. Select the profile/tests to be completed, by doing one of the following:
 - a. Click in the **Item ID** box and press F2. All profiles that have invoice items linked are displayed. Double-click a profile to select it.
 - b. Click the **Test List** button. All profiles are displayed. Search for and select the test you want, click **Next**, and then click **Finished**. If you selected a profile that doesn't have an invoice item ID assigned, Cornerstone will create a new invoice item ID. (Unless you have disabled this feature.)
11. On the New Lab Request window, click **OK**. The Print Lab Request window appears.



Item ID	Item Description	Profile/test	Price	Center	
1					
2					
3					
4					

12. To print the form, label, or tube label, click **Print**. You also have the option to **Preview** or click **Close** to not print and close the window.



You can change the number of copies you want to print on this window.



Once the lab request has been processed, the charge is sent to the Patient Visit List.

View Profiles

Individual tests make up a profile, which is used to request lab work.

1. On the **Activities** menu, select **Lab Work > Profiles**.
2. To view the tests within a profile, select that profile in the list and click **Update**.

UPDATE THE DIRECTORY OF SERVICES TO USE THE LATEST PROFILES

Each profile must have a corresponding invoice item in Cornerstone. For IDEXX SmartLink* interfaces, profiles are linked to Cornerstone invoice items when the interface is installed, when you order from the IDEXX Reference Laboratories test list, or when you add a new analyzer.

When the IDEXX Reference Laboratory is installed, invoice items and profiles are automatically created. However, IDEXX's commitment to research and development continues and you may encounter a situation where you'll want to update the IDEXX Reference Laboratories Directory of Services.

We recommend you visit vetconnect.com every quarter to update your directory of tests and services. Follow the instructions below or call your lab specialist to assist you with completing this task. Call 1-800-695-2877 and select Cornerstone, then Cornerstone Lab Support.



You must have an account set up on vetconnect.com to do the following.



Load must be performed at Server before loading the workstations.

1. Browse to the vetconnect.com website.
2. Enter the appropriate username and password.
 This information is not available to IDEXX Cornerstone Software Support.
3. On the vetconnect.com Home page, click the **Lab Services** tab.
4. On the Links Tool Bar area, click the **Downloads** link.
5. In the Directory of Services Update box, click **IDEXX Cornerstone Practice Management Software** and click **Download**.
6. On the File Download window, click **Open** or **Run** and the progress of the file download is displayed.
7. On the LabREXX Directory of Services window, click **Next**.
8. When the update has completed, click **Finish** on the LabREXX Directory of Services window.
9. Repeat the above steps for each workstation on the network.
 With Cornerstone 7.5 or higher, you may find some or all of your invoice items with an ID of "IL-" (and the IDEXX order number).

MANUALLY ENTER LAB RESULTS

This feature is available to all Cornerstone users to input test results into a patient's file for a specified laboratory (e.g., Outsourced lab work). If you're using Cornerstone version 6.0 or later, a note appears in the patient's lab record to indicate that the results were entered manually.

1. **Activities > Lab Work > Manually Enter Lab Results.**
2. Type the patient ID in the Patient ID field. You may press F2 to search.
3. Verify the correct owner displays in the Owner field. If not, select the correct owner from the list.
4. Select the lab for which you want to enter the results.
5. Select the staff member who is entering the lab results.
6. Verify the correct date and time. If you need to change the date and/or time, place your cursor in the field and type the correct date and time.
7. Select the **Template** for which you want to enter the results.
8. Enter the results by filling in the following fields:

- **Operator**
- **Value**
- **Units**
- **High/Low**
- **Low Value**
- **High Value**



If default ranges do not display after entering results, they have not been set up. If the patient falls into one of the Lab Age Groups set up on the system, the units, low values, and high values entered will be saved as defaults.

	Operator	Value	Units	High/Low	Low Value	High Value	
ALB							
ALB (EPH)							
ALKP							
ALKP ISO							
ALPHA							
ALPHA 1							
ALPHA 2							

9. To add any applicable notes to the test result, click **Comments**.



Be sure that the following setup tasks have been completed before you manually enter lab results:

1. Set up any templates you want to use for manually entering lab results. (**Activities > Lab Work > Templates**, then click **New**.)
2. Set up lab age groups for any species for which you'll be manually entering lab results. (**Lists > Species**, then select a species, click **Update**, and click **Lab Age Grps**.)
3. Set up default test ranges. (**Activities > Lab Work > Default Test Ranges**, then fill in the Default Test Ranges dialog box, click **OK** and repeat for additional test ranges.) This step can only be completed after steps 1 and 2.

ADD ON TO A LAB REQUEST

This feature is useful when a sample has already been sent to an IDEXX Reference Laboratories and the veterinarian wants to request an additional profile to be run on the same sample. The practice still needs to call the lab and ask for the additional profile to be run.



The profile must be added to an existing requisition ID. Patient information and previously requested tests cannot be changed.

1. From the **Activities** menu, select **Lab Work > Add on to a Lab Request**.
2. Type the patient ID in the **ID** field and press **TAB**. (Or press **F2** to search.)
3. Highlight the pending request, and click **Select**.
4. Add the additional tests requested. You may press **F2** in the Item ID box to search the Profile/test Item List.
5. Once all tests are added, click **OK**.

Add on to Lab Request for Emma

Patient information

Patient ID: 8501 Emma Spayed Female 11 Yrs. 4 Mos.
Owner: Chris Brown McGilligan Canine Spaniel, Cocker Mix 32.2 pounds

Request details for requisition ID: 8501

Lab: IDEXX IDEXX Reference Laboratory Requisition ID: 8501
Staff: Anne Carson, DVM Date/time: 08/05/2008 04:01:21 PM
Drawn by: KW Sample source:

Instructions:

Profiles/tests:

	Item ID	Item Description	Profile/test	Price	Center	
1	IL957	IDEXX Electrolyte Panel	957 - Electrolyte Panel	\$28.50	H	
2	IL1	IDEXX HealthChek	1 - HealthChek	\$46.50	H	
3						
4						

6. Print the label and/or tube label if applicable.
7. Close the Add on to the Lab Request for (patient's name) window.



If the preliminary results are back, the pending request cannot be changed. If the results are final, the request no longer appears on the Lab Requests and Results window. In this case, the veterinarian needs to call the lab, ask for the additional profile, find the request, and use the Add on feature.

MODIFY A PENDING REQUEST

You can modify a test request only if no part of the request has been completed and no results have been transmitted.

To modify a request:

1. Click , and then double-click the request.
2. Make the necessary changes. Patient information and some of the request details cannot be changed.
Note: If the Cancel button is inactive, then a result has already been returned and the request cannot be modified. (You can still add tests to the request using Activities> Lab Work> Add on to a Lab Request.)
3. Click **OK**.
Note: Remember to update client billing if needed.

DELETE A PENDING REQUEST

If no results have been returned (or the request was a duplicate or results don't match a pending request):

1. Click .
2. Right-click the request and select **Delete**.

If partial results have been returned:

1. Click , find the request, and then click the lookup button  to display the Profiles on Order window.
2. Select the line(s) to delete and click **Delete**.

IMPORTANT: If a request is deleted and charges for the request are on the Patient Visit List, the charges may be deleted, depending on how the request was made.

REJECT OR VOID RESULTS

If manual posting is enabled, you can reject results instead of posting them. If manual posting is not enabled, you can void the posted results.

To reject a result:

1. Click , and then double-click the completed result to be rejected.
2. In the Status drop-down list, select **Rejected**, and click **OK**.



To see rejected results, select the **Rejected Results** option at the top of the Lab Requests and Results window. You can change the status of a rejected result to **Posted** at any time.

To void a posted result:

1. On the Patient Clipboard, type the client ID and press TAB. (Press F2 to search.)
2. Select the patient from the Patient list.
3. In the **Summary**, **Text**, or **Lab** tab, double-click the result you want to void. The Detailed Lab Results window opens.
4. In the Status field, select **Voided** from the drop-down list, and click OK. Voided results are labeled "voided" in the patient file.
5. To see voided results in the patient record, deselect the Hide voided items check box, located in the lower right corner of the Patient Clipboard window.

Adams, Kimberly - Patient Clipboard

Client ID: 1 Kimberly Adams Pet Owner
 Patient Search (715) 681-2605 (Home) Balance Due \$947.87 Accept All Payments Total Patients: 9 Active Patients: 8

Client information

Kimberly Adams
 7965 West 172 Terrace
 Eau Claire, WI 54703
 kimmyadams567@yahoo.com

Status: Active
 Class: Pet Owner
 Referred: 0 clients
 Referred by: 5325 Katie Jacks
 Home Practice: 1

Patient list

Name	Species	Breed	Sex
Barksalot	Canine	Retriever, Golden	Neutered Ma
Casey	Feline	Mediumhair, Domestic	Spayed Fem

Patient information

ID: 15259
 Name: Casey
 Status: Active
 Class: Family Pet
 Birthdate: 1/1/2001
 10 Yrs. 9 Mos.
 13.2 pounds
 Ward:

Sex: Spayed Female
 Breed: Mediumhair, Domestic
 Color: Calico
 Markings:
 Cage:

Summary Text Problems Dx Rx Medical Notes Lab Vital Signs Full Size View

Date	Staff	History
4/22/2010	BF	Catalyst Dx results from Lab: IDEXX VetLab In-clinic Laboratory
4/22/2010	BF	IDEXX VetLab UA results from Lab: IDEXX VetLab In-clinic Laboratory (Voided)
4/22/2010	BF	VetStat results from Lab: IDEXX VetLab In-clinic Laboratory
4/22/2010	BF	ProCyte Dx results from Lab: IDEXX VetLab In-clinic Laboratory
4/22/2010	BF	SNAPSHOT Dx results from Lab: IDEXX VetLab In-clinic Laboratory

Rows 11 to 15 of 36

Find Find Next Go to Date Print History Preview

☐ Hide Whiteboard Notes ☐ Hide voided items



To undo the void action, repeat the steps above, but select **Posted** from the Status field.

RESOLVE NOT REQUESTED RESULTS

A not requested result occurs when tests listed on a pending request in Cornerstone do not match the tests run by the IDEXX Reference Laboratories (tests that were not on the original pending request will transfer as not requested).

1. From the Lab Requests and Results window, select the not requested lab result you want to resolve.
2. Click **Update**.
3. Select to either bill or not bill the client.
 - Select **Bill this client** if you want to bill the client. If you select to bill the client, you will be prompted to enter the invoice item that corresponds to the tests completed.
 - Select **Do not bill this client** if the client is not to be billed.
4. Select the **Staff** member who requested the test.
5. Enter the invoice item ID and revenue center, if applicable.

Not Requested Lab Work for Bud

Patient information				OK Cancel Preview Reassign
Patient ID: 1067	Bud	Neutered Male	6 Yrs. 9 Mos.	
Owner: John Anthony	Canine	Retriever, Golden	90 pounds	
Billing information				
☒ Bill this client		Staff:		
☐ Do not bill this client		Invoice item ID:		
		Revenue center:		
Lab work information				
Patient: ANTHONY,,BUD				
Species: C				
Laboratory: IDEXX Reference Laboratory		Req. ID: 1067		
Template: Hematology		Date/time of run: 7/14/2007 05:03:00		
Tests: BLOOD TYPE				

6. Click **OK**



You can also preview the results and/or reassign the result to another patient on this window.

7. To post the results, follow the "To Manually Post Results to the Patient File" instructions.

RESOLVE ORPHAN RESULTS

Orphan results occur when the client and/or patient information on results received from the lab does not match client/patient information in Cornerstone OR if the practice uses electronic requests and no request can be found in Cornerstone for the lab results that transfer. Orphan results need to be assigned to the correct patient. Once the patient is assigned, the results are converted to a completed result or are posted directly to the patient file, depending on how the system defaults are set. It is possible to view the details of preliminary orphan lab results with use of the Preview button.

- From the Lab Requests and Results window, select the orphan result you want to resolve.
- Click **Update**.
- Type the Patient ID in the **Patient ID** field. You may press **F2** to search.
- Verify the correct owner displays in the **Owner** field.
- Select to either bill or not bill the client.
 - Select **Bill this client** if you want to bill the client. If you select to bill the client, you will be prompted to enter the invoice item that corresponds to the tests completed.
 - Select **Do not bill this client** if the client is not to be billed.
- Select the staff member who requested the test.
- Enter the invoice item ID and revenue center, if applicable.

8. Click **OK**



You can also preview the results on this window.

9. To post the results, follow the "To Manually Post Results to the Patient File" instructions.

TO RESOLVE MULTIPLE ORPHAN RESULTS

If you have a number of orphan results, you can resolve them by having Cornerstone automatically assign them to the patients that are the best matches.

1. On the Lab Requests and Results window, clear all the filter check boxes except **Orphan**, and review the orphan results that are listed.
2. Select **Post Orphans**.
3. On the Post Orphans dialog box, select a laboratory in the Lab ID drop-down menu, specify a date range, and click **OK**.

Note: It may take a few moments for Cornerstone to resolve the orphan results. The software will resolve any orphan results that it can match based on patient ID or the combination of client name and patient name. Resolved results will be posted to patient history, but no new charges will be added to client accounts.

4. On the Lab Requests and Results window, check to see if any orphan results from that time range remain on the list. If so, use the "Resolve Orphan Requests" instructions above.

REPRINT LABREXX FORM, REQUEST FORM LABEL, AND/OR TUBE LABEL

If for some reason you need to reprint your LabREXX form (lost, damaged, soiled, etc.), you can do so by following these simple steps.



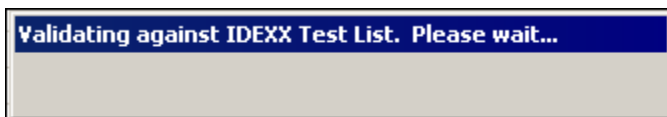
When reprinting the LabREXX form, if additional information is required you will need to reenter that information. Cornerstone does not remember the information previously entered.

1. Select the **Lab Requests and Result**  toolbar button to access the Lab Requests and Results window.
2. Select the pending request for which you want to reprint the LabREXX form.

3. Click **Update**.
4. If Client Alerts or Patient Alerts display, read the messages and click **OK**.
5. Click **OK** to access the Print Lab Request [Requisition ID] window.



The Validating against IDEXX Test List. Please wait... displays briefly.



6. Select the reprint item, and number of copies, and then click **Print**.
7. Close the Lab Requests and Results window.



You can also reprint labels and tube labels from this window.

Setting the IDEXX Reference Laboratories Markup Percentage

You can specify a markup percentage for IDEXX Reference Laboratories tests. After you download the Directory of Services update, your Cornerstone prices for the tests will be multiplied by the markup percentage. This option is available in Cornerstone 7.6 or later.

To enable automatic markup:

1. Select **Activities> Lab Work> Laboratories**, and then select the IDEXX Reference Laboratory ID.
2. Click **Update**.
3. In the IDEXX LabREXX area, select **Automatically update prices**.
4. Enter the markup percentage.
5. Click **OK**.

To apply different markup percentages to different groups of tests:

IMPORTANT: Always apply the markup percentages in order of highest percentage to lowest percentage.

1. Select **Activities> Lab Work> Update Lab Item Prices**. The Lab Item Price Update window opens.
2. Make sure “Allow prices to go down” is not selected.
3. CTRL-click to select all the tests that you do not want to change to the new (highest) markup percentage, and then press CTRL-D to temporarily delete these items from the list.
4. Enter a new value in the Markup pct. box, and click **OK**. You are asked whether to save the information.
5. Click **Yes**. A message displays the number of records saved.
6. Click **OK** to close the message.
7. Reopen the Lab Item Price Update window. By default only tests that have not yet been updated are displayed.
8. Repeat Steps 3–7, this time leaving the tests that will have the next highest markup percentage. Repeat until all tests have the markup percentages you want.



If you have special prices for certain individual tests (i.e., the markup percentage does not apply), update all the other tests as described above, then manually change the prices on the special items. Click **OK** to save.

Recommended Interface Settings

To update settings for the IDEXX Reference Laboratories interface:

1. Select **Lab Work> Laboratories> IDEXX Reference Laboratory**.
2. Click **Update**.

Recommended settings:

- **Use patient ID for requisition ID**—Required if your practice uses LabREXX forms. If your practice uses handwritten forms, select “Manually enter requisition IDs.”
- **Units**—In U.S. always use “Common units.”
- **Require Requests**—Laboratory results are automatically matched to pending requests.
- **Use special actions**—Lets you create special actions that generate lab requests.
- **Warn in invoicing if Not Req results exist**—Displays a warning message at invoicing if a patient has not-requested results. Helps prevent missed lab charges.
- **Create LabREXX test request forms**—Lets you use bar-coded LabREXX requisition forms.



Tips:

- If you allow special actions for lab requests, then **do not** select “Hide request screen if special action.” Hiding the request screen will prevent you from reviewing the request form generated by the special action.
- If you prefer to post results manually, select **Review** results before posting.
- Select **Automatically update prices** if you want to update Cornerstone reference laboratory prices whenever the LabREXX test list is updated.

Section 2

Resources

ONLINE IDEXX CORNERSTONE* CUSTOMER SUPPORT CENTER

The IDEXX Cornerstone Customer Support Center offers an extensive knowledge base of information to help you find the answers you need—24 hours a day, 365 days a year. This resource section will familiarize you with the Cornerstone Customer Support Center and demonstrate search techniques for lab-related topics.

There are two ways to access the online Cornerstone Customer Support Center and you'll arrive on the home page below.

1. Access directly from within the IDEXX Cornerstone* Practice Management System. (**Help > Support Center** or ).
2. At an Internet browse window, enter www.cornerstonehelp.com.

Online Support Center Home Page



Small Animal Health

In-house Diagnostics

Reference Laboratories

Practice Management

[Home](#) > [Small Animal Health](#) > [Practice Management](#) > [Cornerstone Practice Management System](#) > [Online Support](#)

IDEXX Cornerstone® Customer Support Center

Welcome to our online Cornerstone® Customer Support Center

We are excited to offer you this self-service support option. If you have an active support contract for Cornerstone, you can search our extensive knowledge base of information to find the answers you need—**24 hours a day, 365 days a year!**

We know you're busy. We want to help you find the answers you need to keep your computer system and your practice running smoothly.

Quickly and easily get help on:

- Locating the correct report
- Setting up reminders
- Changing setups and defaults
- End-of-period procedures

...and so much more!

Log in and start searching now!

Is this your first visit? [Register now >](#)

Don't have an active support contract? Call **1-800-283-8386**, option 4, to sign up.

If you don't find what you're looking for here, [contact customer support](#) or call **1-800-695-2877**.

Business Hours

Monday-Friday: 6:30 a.m.–8:00 p.m. CT

Saturday: 7:00 a.m.–4:00 p.m. CT



By keeping your Cornerstone support contract current, you will have access to all of these documents and much more.

COMMON TROUBLESHOOTING TOPICS, CAUSES, AND SOLUTIONS

The following table summarizes common issues, causes, and more explanation, where applicable.

Why am I getting orphan and/or not-requested test results?	
Possible Causes	Solutions
Your practice did not create a lab request within Cornerstone. Therefore, when test results were downloaded, there was no corresponding test request to match with the test result.	Follow the steps in this guide for Resolving Orphan Results or Resolving Not Requested Results. To avoid this problem in the future, create a request (and a test order) by using any of the methods described in this guide. Creating a test order in any of the following ways will cause orphan results: • By selecting Activities> Lab Work > Create IDEXX LabREXX Test Request Form • By filling out a paper form • By generating the form on vetconnect.com  tip If you used one of the methods above because you could not find a test code in the Cornerstone test list, you may need to download the most recent list of tests. See “Updating the Directory of Services.”
Your practice called Laboratory Customer Support to have results resent but the pending request no longer exists in Cornerstone.	Follow the steps in this guide for Resolving Orphan Results or Resolving Not Requested Results. Cornerstone must have a pending request to match with the results. It is important to determine why the pending request no longer exists, so you can take appropriate action. For example, if the original result was downloaded successfully, then the status of the request was changed to “completed.” Or someone may have inadvertently deleted the pending request.
Multiple pending requests were created for the same patient. When the results come into Cornerstone, the software did not know which pending request to match. (This is only applicable for earlier versions of Cornerstone—version 7.5 or earlier.)	Follow the steps in this guide for Resolving Orphan Results or Resolving Not Requested Results.
One or more profiles is incorrect.	Consult your lab specialist for assistance with troubleshooting profiles. Call 1-800-695-2877 and select Cornerstone, then Cornerstone Lab Support.

Why am I getting orphan and/or not-requested test results?

Possible Causes	Solutions
Your practice called Laboratory Customer Support to add on an additional test to a current finalized sample. Further explanation: If your practice added on an additional test to the original request through Activities > Lab Work > Add on to a Lab Request <u>and</u> <u>also</u> called Laboratory Customer Support to request additional testing, then the additional test comes in as completed, but all of the original results for that sample are resent and appear in Cornerstone as not requested results.	Follow the steps in this guide for Resolving Not Requested Results.
Your practice generated a request in Cornerstone, but also wrote on the printed form. Further explanation: If anything is handwritten on the printed form, the laboratory policy is to manually enter the requisition information, in case the bar code contains incorrect data. The laboratory always enters "1" for the patient ID, thus generating an orphan result that your practice must review.	Follow the steps in this guide for Resolving Orphan Results.

Why haven't test results been downloaded?

Possible Causes	Solutions
The Internet connection is not working.	To determine whether your computer system is connected to the Internet, open a browser and try to display one or more Web pages. If the pages can't be displayed, check that all cables are secure. Try disconnecting the network or modem cable and reconnecting it. If the Internet connection still does not work, contact your Internet service provider for assistance.
The IDEXX Reference Laboratories connection is not active or is not running properly.	If you have constant Internet access: Double-click the  icon on the desktop to start the IDEXX Reference Laboratories interface. Leave the connection running while Cornerstone is running. Shut the interface down when Cornerstone software is not running. If you connect to the Internet only to retrieve results: 1. Make sure you are at the workstation used for downloading results, and then dial the Internet service provider. 2. Double-click the IDEXX Reference Laboratories icon on the desktop to start the download.

Why are test prices incorrect?

Possible Causes	Solutions
The markup percentages are wrong for your SmartLink interface to IDEXX Reference Laboratories.	See "Setting the IDEXX Reference Laboratories Markup Percentage."
The prices specified on individual invoice items are wrong. Note: For Cornerstone version 7.5 or earlier, all prices must be specified in invoice items.	1. Select List> Invoice Item. 2. Search for and select the invoice item you want to update. 3. Click Update. 4. On the Information tab, change the price of the item in the Amount field, and click OK. 5. Repeat to update other prices. 6. Click Close.

